

## TrackWise Packaged Offering

### Technical Upgrade

The technologies that drive your business are changing every day. They're becoming more sophisticated, more robust, more functional and more critical to your day-to-day operations. Keeping your technology up-to-date not only ensures that your users have the best product available for their daily operations, but also provides flexibility that allows your organization to reduce risk and capitalize on opportunity.

TrackWise has continued to evolve since its initial product launch more than fifteen years ago and possess features that truly distinguish it as a next-generation solution. The robust feature set in TrackWise lets many customers assume that upgrades to their TrackWise implementation are challenging, much like other applications in their technology landscape. However, this needn't be the case; a TrackWise upgrade can be seamless and economical. We'll show you how.

### Upgrading the Easy Way

Often, there is a sense among technology professionals that a major version update carries with it a great deal of impact and risk. This is true in many cases. Most enterprise applications attempt to emulate a customer's specific business process with a certain degree of core and configurable behavior, but resort to complex customizations to complete the business-to-system mapping. This runs counter to the core design principles of TrackWise- no need for customization and a simple upgrade path are pillars of our strategy. This is why upgrading TrackWise, even across multiple major versions, is easily achievable and affordable.

### Why Upgrade?

The TrackWise 8.0 version includes many foundational changes and enhancements that enable the TrackWise platform to remain as the industry leader in the enterprise quality management space. They include:

- A completely refreshed and redesigned user interface which improves usability without compromising the work processes your end-users already know

- An enhanced Configuration Migrator™, which was already included in the Web Administrator module
- Added capability for end-users to modify saved queries
- New tools and features enabling organization and selective migration of configuration; configuration which isn't ready to be migrated, does not need to be migrated
- Updates and enhancements to the TrackWise Document Management and Web Services functionality suites
- Convenient access to new features and functionality in the product roadmap; ease of maintenance and support arising from usage of the newest product version

### Sparta Systems Assistance:

1. Upgrade your development environment
2. Upgrade your validation environment
3. Execute IQ scripts in validation (if appropriate)
4. Execute verification checklists
5. Assist with development of go-live plan and support strategy

**Sparta Systems is the expert on upgrading the TrackWise platform, with a wealth of best practices developed over hundreds of implementations and over a decade of experience. Engaging us can help make your upgrade faster, easier and more predictable.**

## Guided 3-Step Process

1. Dry Run
  - a. Upgrade development
  - b. Informally execute verification checklists
2. Validated Upgrade
  - a. Upgrade validation
  - b. Execute IQs in validation
  - c. Execute and document verification checklists
3. Assess and Plan
  - a. Develop a go-live plan
  - b. Educate your team on the process

### Step 1: Dry Run

During this step, our on-site resource conducts a hands-on upgrade of your development environment to ensure that everything proceeds without issue. The resource can perform the activity directly, oversee the upgrade in a guided fashion or simply direct your resources as they proceed through the upgrade process. Once development is upgraded successfully, our resource will execute verification checklists to ensure basic functionality and behavior is retained. After execution, this checklist is signed and shared with you.

### Step 2: Validated Upgrade

Next, the validation environment is upgraded, which follows the same process as development. The verification checklists are executed once again in the validation environment. Additionally, the Sparta Systems Installation Qualification (IQ) is executed, if appropriate.

### Step 3: Assess and Plan

Once the development and validation environments are upgraded, our resource will work with you to develop a plan for pushing the upgraded TrackWise version into production. This includes helping you establish a go-live and cutover plan covering key activities such as backup and restore operations, snapshot establishment and performance of updates against the application. With this step completed, you'll have everything you need to complete the upgrade and start enjoying the benefits of TrackWise 8.0.

## Additional Services:

While our core packaged offering meets the basic needs of most of our customers looking for technical support in conducting an upgrade, we offer many additional services related to the upgrade process, including:

1. Validation support
2. Impact assessment
3. Go-live and cutover support
4. Performance of the upgrade in production, including IQ
5. Process group breakout and data migration
6. Administrator and end-user training
7. Training: deliverables and execution
8. Analysis of integrations
9. Consolidation of multiple TrackWise systems
10. Divestiture and decentralization
11. System reengineering to enable new functionality

Founded in 1994, Sparta Systems, Inc. is the industry leader for Enterprise Quality Management Solutions. Its product, TrackWise®, is used by companies around the world to ensure compliance, improve control, reduce risk and lower costs by consolidating issues and actions, automating workflow, and facilitating trending and reporting. Additional information about Sparta Systems and TrackWise can be found at [www.spartasystems.com](http://www.spartasystems.com)

Americas  
Sparta Systems, Inc.  
2137 Highway 35  
Holmdel, NJ 07733  
phone 888.261.5948 | 732.203.0400

Europe, Middle East, Africa  
Sparta Systems Europe, Ltd.  
1 Hachoshlim St.  
Herzliya, Israel 46724  
phone +972.9.970.6000

Asia Pacific  
Sparta Systems, Inc.  
503 Silvercord Tower 2 | 30 Canton Road,  
TST, Hong Kong  
phone +852.2376.9345